

BRIGHT LIGHTS AWARD


2013

**Leadership and Governance for Quality
Award Winner – Dr. Joseph Lee, Centre for Family Medicine Family Health Team**

Outstanding Leadership to Build a Culture of Quality and Collaboration



Dr. Joseph Lee's passion for his work and instinct for leadership have brought healthcare transformation from theory to practice at the Centre for Family Medicine in Kitchener. His vision has led to creation of the family health team and development of a regional medical school through the Kitchener-Waterloo and Area Residency Program (in collaboration with the McMaster Department of Family Medicine). He was central in the collaborative process that led to the Centre for Family Medicine's innovative mobility and memory clinics. The memory clinic model has been adopted in more than 40 practices around Ontario and Dr. Lee is pressing forward with a proposal to establish a city-wide centralized intake and referral system for an expanded version that will give the entire Kitchener-Waterloo population access to the clinic.

Effective leaders know to distribute power by creating conditions that let others achieve shared goals. Dr. Lee has created a culture that empowers his team to look constantly for ways to improve care, enhance collaboration and build leadership, making the Centre for Family Medicine a high-functioning, collaborative team. The centre has a physician-led board and two advisory boards — one with community members and the other internal, responsible for continuous quality improvement board — all created under Dr. Lee's guidance.

Dr. Lee's innate leadership skills have transformed care not just at the Centre for Family Medicine, but across the city. His vision for training family medicine residents locally has led approximately 70 per cent of graduating residents — 31 physicians — to set up practice in Kitchener-Waterloo between June 2007 and June 2012. His leadership also shows in his tireless support for learning and innovation. He is a generous mentor to many, including one family health organization made up of new graduates. At the Centre, he might be found one day mentoring the management team on how to put goals and collaborative culture at the core of everything it does and the next day be seen mentoring individuals on becoming educators. The work of this remarkable man ensures the Centre for Family Medicine puts its patients first and constantly innovates and changes systems to meet their needs.